

SC DMH Client Advocacy Report March 2014

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	9	32
Harris	12	33
Morris Village	3	11
Hall	5	9
Tucker	0	2
Forensics (GEO & Bldg. 1)	22	66
Mental Health Centers	43	103
Total	94	256

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	224	500
Information, Referral & Other Assistance ¹	12	27

AT A GLANCE

Type of Complaint Resolved	Inpatient ² Year-to-date	Forensics ³ Year-to-date	Centers ⁴ Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	17	10	12	17	39
2) Admission & Discharge	11	13	3	13	27
3) Information & Advocacy	4	5		4	9
4) Physical Environment	5	6		3	11
5) Inpatient Rights	34	38		28	72
6) Personal Property & Money	8	9	12	10	29
7) Confidentiality & Consent	3		6	4	9
8) Treatment	14	4	75	33	93
9) Other Rights Issues	5	4	11	9	20
Total⁵	101	89	119	121	309

¹ Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

² Inpatient: Bryan, Harris, Morris Village, Tucker & Hall.

³ Forensics: Just Care & Crafts Farrow Campus.

⁴ Centers: All DMH community mental health centers, programs and community residential facilities.

⁵ Total complaints per Facilities will not necessarily equal the total for Types of Complaint Resolved. A complaint may involve more than one type of rights category.

Type of Complaint Resolved	Inpatient Year-to-date	Forensics Year-to-date	Centers Year-to-date	Total # This Month	Total DMH Year-to-date
1) Abuse & Neglect					
a. Physical Abuse & Excessive Force	1	4			5
b. Excessive Restraint, Seclusion & PRNs		1		1	1
c. Sexual Abuse	1				1
d. Verbal Abuse or Violations of Dignity	14	2	10	14	26
e. Neglect	1	2	1	2	4
f. Financial Exploitation		1	1		2
2) Admission & Discharge					
a. Discharge (when)	7	8		6	15
b. Community Placement (where)	4			2	4
c. Periodic Court Review					
d. Questions, Education & Other		5	3	5	8
3) Information & Advocacy					
a. Access to Advocacy	1	3		2	4
b. Access to Legal Resources	2	2		2	4
c. Questions, Education & Other	1				1
4) Physical Environment					
a. Food Quality & Quantity	1	4		1	5
b. Linens, Clothes & Toiletries					
c. Disrepair of Physical Plant	3	2		2	5
d. Cleanliness of Facilities	1				1
5) Inpatient Rights					
a. Privacy	3	2		2	5
b. Safety	2	11		5	13
c. Freedom, Privileges & Fairness	13	9		9	22
d. Communication	7	11		7	18
e. Health Care	9	5		5	14
6) Personal Property & Money					
a. Property	2	4		2	6
b. Money, Entitlements, Rep. Payee	1	5	1	3	7
c. Billing Issues	5		9	5	14
d. Other Non-DMH Issues			2		2
7) Confidentiality & Consent					
a. Access to Records & Information	2		3	3	5
b. Breach of Confidentiality	1		2	1	3
c. Issues of Consent, Confidentiality, etc.			1		1
8) Treatment					
a. Eligibility for Services	3		12	5	15
b. Accessibility to Staff & Treatment	4		29	11	33
c. Individualized, Client-Driven	7	3	34	17	44
d. Right to Refuse Treatment		1			1
9) Other Rights Issues					
a. Work, Compensation & Education	2	1		1	3
b. Religion	1	2		2	3
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing			4	4	4
f. Legal assistance for Non-DMH issues	2	1	7	2	10

